



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **SITXCCS001A Provide visitor information**

**Release: 1**

## **SITXCCS001A Provide visitor information**

### **Modification History**

Not applicable.

### **Unit Descriptor**

This unit describes the performance outcomes, skills and knowledge required to provide visitors with general information about a local area.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

### **Application of the Unit**

This unit applies to frontline service personnel working in a range of tourism, hospitality, entertainment and cultural sectors who routinely respond to requests for general visitor information.

The unit reflects a context where information provision is fairly general in nature or where it is not the primary job role. For example, this unit might apply to individuals working in restaurants, hotels, attractions and entertainment venues, or to a volunteer in a visitor information centre who may not be expected to respond to requests for more complex or detailed Australian destination information. It might also include information on the venue in which the person works, e.g. products and services within a large theme park, attraction, cultural venue or resort complex. The unit SITTTSL004A Source and provide Australian destination information and advice, is more relevant to people working in jobs where the provision of destination information is a primary focus, e.g. travel consultants and visitor information officers.

A person undertaking this role works under supervision and guidance from others.

### **Licensing/Regulatory Information**

Refer to Unit Descriptor

### **Pre-Requisites**

Nil

### **Employability Skills Information**

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

## Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where **bold italicised** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

## Elements and Performance Criteria

### Elements and Performance Criteria

Element	Performance Criteria
1 Access and update visitor information.	<p>1.1 Identify, <b>source</b> and access <b>visitor information</b>.</p> <p>1.2 Incorporate information into day-to-day working activities to support quality of service and standards within the organisation.</p> <p>1.3 Share information with colleagues to support the efficiency and quality of service.</p> <p>1.4 Identify and use <b>opportunities to update and maintain local knowledge</b>.</p>
2 Provide information.	<p>2.1 Proactively identify information and assistance needs of different customers, including those with special needs.</p> <p>2.2 Provide accurate information in a clear, concise, courteous and <b>culturally appropriate manner</b>.</p> <p>2.3 Where appropriate, assist or instruct visitors in the use of equipment and facilities or refer to relevant colleagues.</p> <p>2.4 Consider health and safety requirements when providing information and assistance.</p> <p>2.5 Promote internal products and services using appropriate customer service skills.</p>
3 Seek feedback on services.	<p>3.1 Proactively seek feedback on services from visitors.</p> <p>3.2 Observe visitor behaviour to inform future service developments and correctly follow procedures for any formal customer evaluation.</p>

### 3.3 Provide information on visitor feedback to relevant colleagues.

## Required Skills and Knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

communication and interpersonal skills to interact in a friendly and courteous way with customers

basic research skills to source information on a predictable range of customer requests

literacy skills to understand, interpret and orally communicate local information and promotional material.

The following knowledge must be assessed as part of this unit:

sources of information for organisation and local area knowledge

general knowledge of organisation, local attractions and events, transport options and general visitor facilities, including shopping, currency exchanges, post offices, banks and emergency services

available sources of advice and referral for more complex requests

safety and emergency procedures for visitors, colleagues and self

sources of customers in the relevant industry context.

## Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

### **Critical aspects for assessment and evidence required to demonstrate competency in this unit**

Evidence of the following is essential:

ability to source accurate and current information on the local area

general knowledge of the local area sufficient to answer commonly asked customer questions relevant to job role

demonstration of skills on multiple occasions or in response to multiple requests reflecting breadth of knowledge and ability to respond to different situations.

### **Context of and specific resources for assessment**

Assessment must ensure:

interaction with others in the provision of information to demonstrate appropriate interpersonal skills

use of current local area information.

## Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

project to research visitor information for the organisation or local area

direct observation of the candidate using local knowledge to answer customer questions

oral or written questions to assess knowledge of local information and information sources

role-play to provide information for variety of different customers

review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

## Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

## Range Statement

### RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. **Italicised wording** in the performance criteria is detailed below.

**Sources** of visitor information may include:

- brochures
- timetables
- local visitor guides
- library and local council
- local people
- organisation information
- room directories
- maps
- internet.

**Visitor information** must include:

- organisation-specific information
- local transport options
- local attractions and events
- general visitor facilities, including shopping locations, currency exchanges, post offices, banks and emergency services
- specific shopping details, including local markets
- restaurants, cafes and other dining venues
- other facilities and services such as hairdressers, dentists and travel agencies
- theatres and entertainment venues
- sporting facilities
- tours, local outings and trips
- travelling routes
- weather conditions.

**Opportunities to update and maintain local knowledge** may include:

talking and listening to colleagues and customers

participating in local familiarisation tours

visiting the local information centre

personal observation or exploration

watching television, videos and films

listening to radio

reading local newspapers

staff noticeboards

leaflets and brochures

team meetings

internal newsletters.

**Culturally appropriate manner** may involve:

using gestures

using simple words in English or other person's language

providing written material

avoiding eye contact

providing information in different formats to suit the individual.

**Unit Sector(s)**

Cross-Sector

**Competency field**

Client and Customer Service